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The initial *treatment readiness* visit involves the following service areas and procedures

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- Reception: an administrative clerk registers the patient and opens a file
  - Front station: a nurse triages the patient and measures vitals
  - Clinician's consultation: a medical doctor takes the medical history of the patient, examines the patient and develops the diagnostics and treatment plan
  - Laboratory: a phlebotomist draws blood for routine baseline tests
  - HIV counselling: a trained lay counsellor informs the patient about general aspects of ART and provides advice on ART drugs, treatment adherence and HIV prevention strategies
  - Social worker's assessment: a social worker assesses the patient's social situation
  - Nutrition counselling: a dietician informs and advises the patient about healthy nutrition
  - Pharmacy (optional): if a patient is prescribed medication, a pharmacist or a supervised pharmacy assistant dispenses the drugs and provides information on how to take them
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